Category	Topic	Don't Say	Say
Apologizing	Saying sorry	Sorry about that Sorry he/ she did that	Sorry to hear • • *Always say "sorry to hear" (including sorry to hear about the inconvenience) whenever it is something the user is reporting.* • • • *We can say "sorry for the inconvenience" when Uber specifically has done something wrong (adjusted incorrectly, outage, etc.)* •
Apologizing	Expressing empathy	We understand how frustrating missing a ride can be	We understand that you are frustrated.
Apologizing	Expressing empathy	That must have been horrifying. That is terrible. I can't believe that happened.	What you are describing is concerning.
Apologizing		We apologize for the delayed response, due to extensive amount of demands that's why we're unable to respond to you sooner	*What we think of as a slow response might not be perceived that way by the driver. Our best practice is to respond as soon as possible, and not to comment on the timing of the response at all.*
How Uber works	Partner App / Device	meter The app is a meter. The app is like a meter. Started the meter late Ended the meter smartphone meter	Fare is calculated after the trip Start the trip End the trip Uber Partner app
How Uber works	Partner App / Device	off duty on duty	offline online
How Uber works	Trips	Ridesharing service	Ridesharing request service
How Uber works	Trips	EMEA ONLY Accept a trip	
How Uber works	Trips	flag a rider	get a request from a rider (not in EMEA)
How Uber works	Trips	vehicle view	vehicle optoin

How Uber works	Trips	Dispatch / hail	Request Trip request
How Uber works	Trips	Zeroes Unfulfilled	No cars available
How Uber works	Trips	equipment	tools, platform
How Uber works	Trips	flag	request, tap, push button
Insurance	Insurance	Uber provides insurance	Every passenger trip taken in connection with the Uber platform is insured
Insurance	Insurance	The best ridesharing coverage out there1 million dollar insurance coverageget best-in-class coverage	Every passenger trip taken in connection with the Uber platform is insured
IRT CALL OUT Insurance	Insurance	Do Not Use a specific carrier name	We have notified the appropriate insurance carrier of this accident. An adjuster should be contacting you in the next 2-3 business days.
IRT CALL OUT Safety	Zero Tolerance	Uber has a zero tolerance policy when it comes to substance use.	Uber has a zero tolerance policy for **confirmed drug use** while driving on the Uber platform. ** Only used saved replies **
Partner relationship with Uber	Talking about driver-partners	Uber driver our driver driver employee drives for Uber uberX driver chauffeur cabbie taxi driver Uber Independent Contractor Independent Contractors of Uber	Driver-partner partner drives with Uber drivers using Uber using the Uber App drivers using the Uber platform
Partner relationship with Uber	Talking about driver-partners	job career work entry-level	opportunity option alternative experience
Partner relationship with Uber	Talking about driver-partners	shift mandatory hours	busy hours peak hours
Partner relationship	Talking about driver-partners	employee of the month supply	5-star driver great driving

with Uber			
Partner relationship with Uber	Talking about driver-partners	part-time full-time	You can drive whenever you want!
Partner relationship with Uber	Talking about driver-partners	Hired to drive for Uber Applied to drive for Uber	Partnered to drive with Uber Signed up to drive with Uber
Partner relationship with Uber	Guidelines	We recommend you give riders free bottled water to best.	Five-star partners find that riders really appreciate it when they go the extra mile for riders, like giving riders bottled water!
Partner relationship with Uber	Guidelines	In some states, Uber requires you to carry a fire extinguisher in your vehicle.	Some states require partners to carry fire extinguishers in their vehicles.
Partner relationship with Uber	Guidelines	Driver-partners must… Driver-partners are expected to…. We recommend…	Five-star partners find… (preferred) Driver-partners' experiences suggests…
Partner relationship with Uber	Deactivations	You have been deactivated	Your account has been deactivated
Partner relationship with Uber	Deactivations	discipline	
Partner relationship with Uber	Deactivations	Fired You're fired	As stated in our partner agreement, drivers must stay above a certain star rating..
Partner relationship with Uber	Cars & Vehicles	Uber car Uber vehicle vehicles driving for Uber	Car Vehicle Vehicles operating with the Uber platform
Payment	Tipping	Riders cannot tip you.	You are welcome to accept tips offered by riders. Please note that tips/gratuities are not calculated into or included in trip fares.
Payment	Reimbursements	Uber will reimburse you for the cost of _____; Uber will cover the cost of _____.	Uber will pay you for the cost of _____.
Payment	Payments	We process payments for a driver	Fare is passed to driver, less Uber fees.
Payment	Payments	salary wages bill	Fares Earnings in fares (not in EMEA or APAC)
Payment	Payments	EMEA & APAC earn	make receive get
Payment	Payments	get paid	get paid in fares earnings paid weekly

Payment	Payments	commission	Uber fee service fee technology fee
Payment	Payments	prices	rates
Payment	Payments	bonus	reward incentive extra earnings (not in EMEA or APAC) promotions
Ratings	Ratings	Uber rates drivers. Here are some tips to improve your rating…	Riders rate their experience on a specific trip. 5 Star partners have found that riders appreciate ...
Safety		Safety is our top prioritySafety is paramountStrictest safetyBest in classbest availablesafer than a taxi exceeds standardsdoing everything we can never happenssafest ride on the roadstrictest safety standards possiblesafest experience on the roadbest in class safety and accountabilitysafest transportation optionbackground checks that exceed any local or national standardsafest possible platform best availableindustry leadinggold standardsafestbest-in-class	deeply committed to safety dedicated to improving safetyWe are committed to the safety of riders and drivers.Uber is dedicated to keeping people safe on the road.Uber is deeply committed to improving road safety.Your safety is very important to us.As we work to improve safety for riders and drivers / drivers and riders...
Sign up and activation	Signing up	Apply for Uber	sign up sign up to drive create your account create your profile complete your profile submit a request to drive sign up to drive with the Uber platform sign up to partner with Uber Become a partner
Sign up and activation	Signing up	complete your application easy application process finish your application	Complete sign up process Complete the process Get on the road Next, upload your {{document}} Complete your vehicle inspection Take your first trip
Sign up and activation	Signing up	Your application is almost complete!	You're almost ready to go! So close to getting on the road! Only a few steps left to go
Sign up and activation	Vehicle financing	Uber Leasing program	Xchange Leasing, BAMA Leasing, Enterprise, Hertz, etc.
Sign up and activation	Vehicle financing	Apply and get a car	Need a car? Learn more and apply
Sign up and activation	Vehicle financing	Any credit level is accepted	All credit levels are eligible to apply

Sign up and activation	Vehicle financing	No down payment, no money down	Deposit, security deposit
Sign up and activation	Vehicle financing	Return the car whenever you want!	Flexibility to return after X days.. (provide deatils)
Sign up and activation	Vehicle financing	You'll get approved even if you have bad credit!	All credit levels are eligible to apply, even if you have poor credit or no credit history.
Talking about riders	Quality & Follow up	We'll let your rider know immediately. I'll follow up with your rider right away.	We'll note this on your riders's account.Your feedback is valuable when we follow up with riders Feedback like yours helps us support and educate ridersWe appreciate you taking the time to provide this feedback. As we work to improve safety for everyone, we value your perspective.Your constructive feedback is valued.
Talking about riders	Quality & Follow up	This will never happen again. I will make sure this never happens again.	What you are describing is concerning. We take this seriously. We don't like to hear what you are describing to us.Thank you so much for reporting this information to us so we can investigate the matter
Talking about riders	Quality & Follow up	The conduct of this rider was deplorable.	What you are describing is not aligned with Uber values.